



Newton

# Newton Internet Enabler User's Manual



## Apple Computer, Inc.

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The Newton Internet Enabler (NIE) allows you to access the Internet using a Newton device with an Internet application program, such as NetHopper. NIE also enables you to access your company intranet (a private network within the company). To use NIE, you should be familiar with basic Newton functions (described in the documentation that came with your Newton device).

## **What you need**

To use the Internet from your Newton device, you need the following:

- an analog phone line, cellular telephone, or wireless connection
- an Internet access account established through your work, school, or Internet service provider (ISP), or access to a private company intranet
- an external modem or a PC card modem. (See the Appendix for information on Newton-compatible modems.)
- a Newton device with 1 MB or more of system memory running the Newton 2.0 operating system or later. (See the Appendix for information on updating your system software.)
- Internet software for the Newton—Web browser software, such as NetHopper (by AllPen Software, Inc.) or Newt's Cape (by Gaia Software), and e-mail software, such as Eudora Pro for Newton (by Qualcomm, Inc.), EnRoute (by Netstrategy Software Inc.), or GoFetch (by Fetch Software, Inc.).

## **What is the Internet?**

The Internet is a worldwide network of computer networks. Through the Internet, you can contact millions of computers and their users. The Internet is a world you explore through your fingertips. Without leaving your chair, you can use the Internet to

- stay in touch with friends, relatives, and colleagues around the world (via e-mail) at a fraction of the cost of phone calls or air mail
- discuss everything from archaeology to zoology with people from around the world
- tap into hundreds of information databases and libraries worldwide
- retrieve thousands of documents, journals, books, and computer programs

- stay up-to-date with news, sports, and weather reports
- work on your company's private network (or "intranet")
- browse the World Wide Web

The World Wide Web is an online hypertext system that spans the Internet. "Hypertext" means you can browse through text, expanding items that interest you. When you expand an item, you actually traverse a link to new information.

"Web sites" are documents that people post on the World Wide Web. Web sites often contain text, graphics, video segments, and sound. You can "visit" Web sites, see what's there, and click items to explore them. Recently many elaborate Web sites—both frivolous and serious—have appeared, through which you can shop, comment on political candidates, learn about your favorite TV stars, search for a partner, order pizza, and more. To visit Web sites on your Newton device, you need Web browser software, such as NetHopper, by AllPen Software, Inc., or Newt's Cape, by Gaia Software.

Through an Internet e-mail system you can send mail to virtually any networked computer on the planet. An e-mail message arrives within minutes (or at the most, a few hours) after you send it. E-mail is a great way to communicate with friends and relatives. You can send and receive text, images, and voice annotations, and even conduct e-mail conferences with several Internet e-mail users. To use e-mail on your Newton device, you need e-mail software, such as Eudora Pro for Newton, by Qualcomm, Inc.; EnRoute, by Netstrategy Software Inc.; or GoFetch, by Fetch Software, Inc.

## **Installing the Newton Internet Enabler software**

If the Newton Internet Enabler software is not already installed on your Newton device, you need to install it into your Newton's memory or onto a PC card. To do this, you use a Newton utility that can install software packages—such as the Newton Connection Utilities or Newton Backup Utility.



The NIE software includes three files—InternetEnabler.pkg., InternetSetup.pkg, and ISP Templates.pkg. Use a package installer to install these packages into your Newton or onto a storage card. Follow the instructions that came with your package installer software.

Once installed, Internet Setup and ISP Templates are automatically stored in the Setup folder in the Extras Drawer, and Internet Enabler is stored in the Extensions folder in the Extras Drawer. You must install both Internet Enabler and Internet Setup to create an Internet setup. The ISP Templates file is optional; however, it contains information about many of the popular Internet service providers and makes it much easier to set up your Newton device to connect via one of these providers.

Five generic templates—Blank Setup, Direct Serial 19.2, Generic PAP/CHAP, Generic UNIX®, and Generic Windows® NT—are part of the Internet Setup file. If you want to connect to a private company intranet, use one of these generic templates as a starting point. (You won't need the ISP Templates file to do this.)

## **Setting up an Internet service provider account**

To access the Internet, you must first have an access account with an Internet service provider (ISP) or access to a company intranet. When choosing an ISP, check the following:

- Make sure the ISP allows you to connect using either the SLIP (Serial Line Interface Protocol) or PPP (Point-to-Point Protocol) communications protocol.
- Make sure the ISP's domain name server (DNS) is a "recursive resolver."
- Tell the ISP what modem you intend to use, and make sure it's compatible with the modems used by the ISP.
- Ask the ISP if they have special software for configuring your Newton. If they do, obtain the software and follow their instructions for configuration.

**Note:** NIE works both with and without PAP or CHAP authentication. PAP and CHAP (Password Authentication Protocol and Challenge Handshake Authentication Protocol) are forms of password exchange with the ISP's host computer that provide added security at connection time.

After you sign up, your ISP should give you the following information, which you'll need to create an Internet setup (as described in the next section):



- whether you should use PPP or SLIP
- the ISP host's phone number
- your user name and password
- if you're going to use e-mail, you need e-mail information, such as your e-mail account, password, and mail servers (for incoming and outgoing mail)
- IP addresses for your device, the ISP host, and the domain name server (sometimes called DNS)
- whether you should use dynamic or static addressing
- steps in the login sequence (not necessary if your ISP uses PAP or CHAP authentication)

**Note:** To access a company intranet, you need to contact the network administrator to get a user name and password and the phone number to dial.

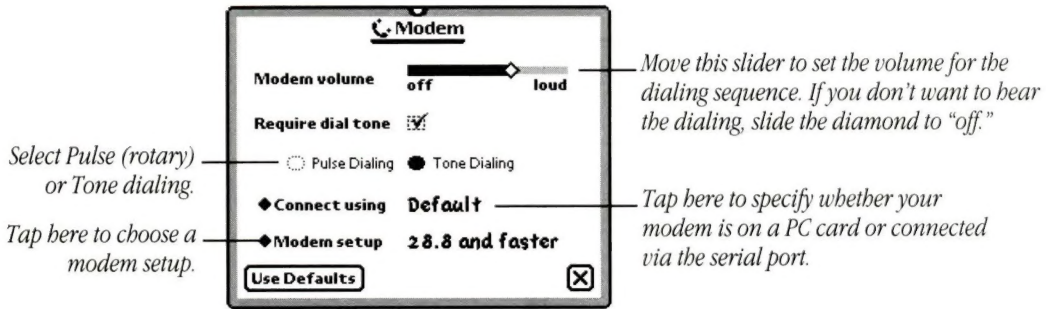
## Setting up your modem

You need to connect a modem to your Newton device in order to use the Internet. For information on connecting the modem to your Newton, see the documentation that came with the modem.

You also need to set up the modem. To set up your modem, follow these steps:

- 1** Tap Extras  to open the Extras Drawer.
- 2** Tap the folder tab at the top of the Extra Drawer, and in the list that appears, tap All Icons.
- 3** Tap Prefs  and then tap Modem.

- 4 In the Modem slip, choose the appropriate settings for your modem:



In the modem setup list, choose a modem that's similar to yours. The modem choices depend on the model of Newton device you're using. Consult your modem's manual for further information. (See the Appendix to learn how to obtain information on Newton-compatible modems.)

- 5 When you're finished, tap to close the Modem slip.
- 6 Tap to close Preferences.

## Creating an Internet setup

An Internet setup is a collection of information you need to connect to the Internet via a particular ISP. It includes the phone number of the ISP's computer, your user name and password, and more.

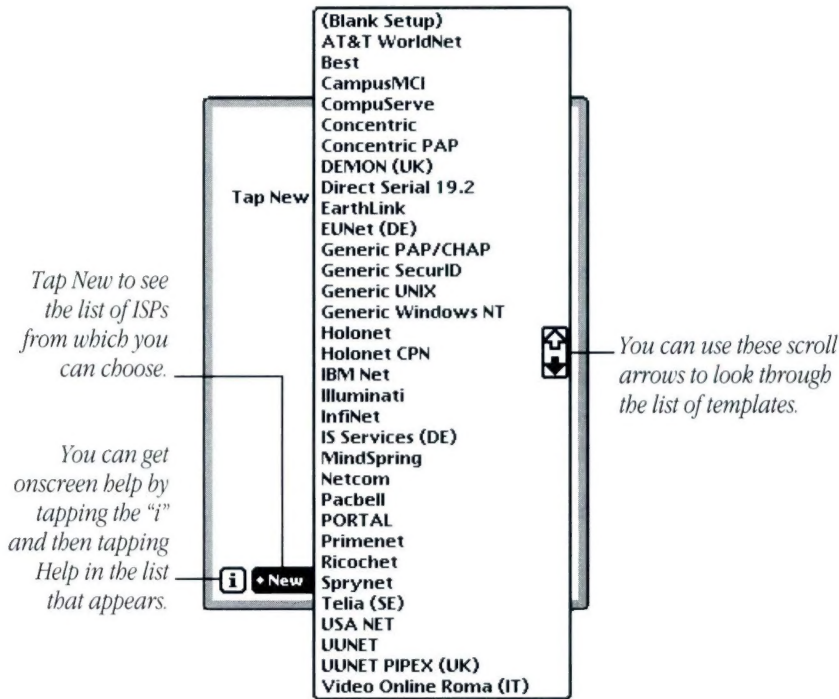
To create an Internet setup, follow these steps:

- 1 Tap Extras to open the Extras Drawer.
- 2 Tap the folder tab at the top of the Extras Drawer, and in the list that appears, tap Setup.
- 3 Tap Internet Setup.





- 4 In the Internet Setup slip, tap New and then choose the template for your Internet service provider from the list that appears (your list may look different):



**Note:** The initials in parentheses after some ISPs indicate international locations (DE for Germany, IT for Italy, UK for Great Britain, SE for Sweden).

If you want to use an ISP that's not in the list, or if you're connecting to a company intranet, tap a generic template, such as Blank Setup. (Check with your ISP or your company's network administrator for detailed information about settings.)

The remaining instructions in this section explain how to create an Internet setup from a blank template. If you've chosen one of the other templates, the instructions are the same, but some of the information will already be filled in for you. (You may have to complete the information on three slips to finish the setup.)

**Note:** The Direct Serial option allows you to connect directly to an Internet server without dialing or using the modem. For information on adding templates for other ISPs, see the Appendix.

- 5** In the first setup slip that appears, enter the following information (provided by your ISP):

Tap Link Protocol to choose PPP or SLIP (as specified by your ISP).

Enter your user name (or login name) exactly as specified by the ISP, including capitalization. Make sure there are no leading or trailing spaces.

Write the name you want to use for this Internet setup. (Use the name of your ISP, or any other name you like.)

Enter the ISP computer's phone number. If there's already a phone number in this field, check with the ISP to find out if it's correct.

Tap Set Password to enter your password exactly as specified by the ISP, including capitalization. Make sure there are no leading or trailing spaces.

Tap here to continue on to the next slip.

Setup Name Untitled Setup

Link Protocol PPP

Phone ( )

User Name <EnterNameHere>

Set Password

1 2 3 4 5 6 7 8 9 0 - = del

q w e r t y u i o p [ ] \

caps a s d f g h j k l ; ' ↵

shift z x c v b n m , . / shift

option ← →

i Continue X

**Note:** When you tap Set Password after setting a password, the password slip looks empty. Your password is still set—it's just invisible (this keeps it secure).

- ▲ **Warning** If you tap the Set button in the slip while the password is invisible, you delete the password. ▲

**6** In the second setup slip, enter the following information (provided by your ISP):

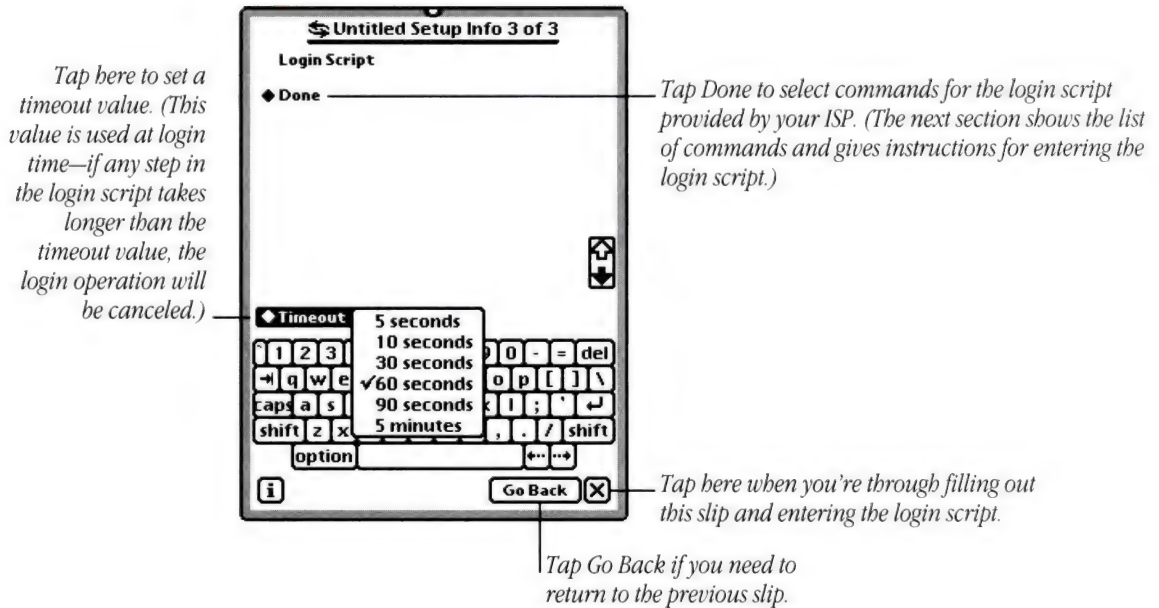
The screenshot shows a setup screen titled "Untitled Setup Info 2 of 3". It contains the following fields and controls:

- Newton's IP Address**: Set to "Dynamic". Below it is a four-digit numeric field with "0"s. An arrow points to the first "0" with the text: "Tap here, and in the list that appears, tap Static or Dynamic, as specified by your ISP."
- Gateway IP Address**: Set to "Dynamic". Below it is a four-digit numeric field with "0"s. An arrow points to the first "0" with the text: "If 'Static' is selected, you must fill in the addresses provided by your ISP (you can write over the 0's or use the onscreen keyboard; use the Tab key to move from one field to the next). If 'Dynamic' is selected, you can leave the address set to 0's."
- Name Server IP Address**: Below it is a four-digit numeric field with "0"s. An arrow points to the first "0" with the text: "Enter the address for the name server (DNS), provided by your ISP."
- Domain**: Below it is a text input field. An arrow points to it with the text: "Enter the domain name assigned by your ISP. Usually you can use the default domain name ('.')."
- Onscreen Keyboard**: A standard QWERTY keyboard is displayed below the domain field.
- Navigation Buttons**: At the bottom are "Go Back", "Continue", and a close button (X). An arrow points to "Go Back" with the text: "Tap here if you need to view the previous slip." Another arrow points to "Continue" with the text: "Tap here to continue on to the next slip."

"Static" means that your ISP has given your device or the gateway permanent addresses. "Dynamic" means that the Internet host will determine the address of your device or the gateway at the time you log in.

**Note:** If you don't know whether the addresses you received from your ISP are dynamic or static, specify Dynamic but fill in the address fields. Some ISPs may require you to specify Dynamic and enter values other than zeroes in the address fields.

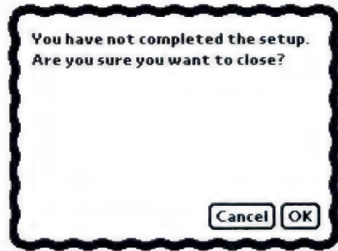
- 7** In the third setup slip, enter the login script (provided by your ISP) and the timeout delay:



See the next section for instructions on setting up a login script.

**Note:** If your ISP uses PAP or CHAP (password authentication), you probably won't need a login script—the “Done” command will be the only item in the script.

If you try to close one of the three Internet setup slips before completing the setup, a message appears to warn you that the setup is incomplete:



It's OK to close a setup slip before completing it—for example if you intend to finish it later, or if you don't need to enter a login script (if your ISP uses PAP or CHAP authentication).

### **Entering a login script**

A login script is a set of commands that are executed in order when you log into your ISP. In many cases, your ISP will provide you with a login script.

If your ISP doesn't specify a login script (and doesn't use PAP or CHAP authentication), you can determine your ISP's login sequence by logging in through a terminal emulator program on your Newton device (for example, PocketCall) or desktop computer (for example, MicroPhone). As you log in, make note of the prompts and responses sent by the ISP's computer. They are the steps you need in the login script.

A particular ISP may have different login sequences for different dial-in sites. For example, the login sequence for London users of a particular ISP may be different from the login sequence for San Francisco users of the same ISP.



Once you have a login script for your ISP, you need to enter it in the third setup slip. Follow these steps:

- 1 In the third setup slip, tap the diamond next to “Done” to open a list of scripting commands (shown below).

What’s in the list depends on whether you choose PPP or SLIP in the first slip of the Internet Setup sequence.

**PPP:**

◀ Wait For  
Send  
Send ¶  
Pause  
Send User Name  
Send Password  
Prompt  
✓Done

**SLIP:**

◀ Wait For  
Send  
Send ¶  
Pause  
Send User Name  
Send Password  
Prompt  
Get local IP address  
Get gateway IP address  
✓Done

- 2 Tap a command in the list to put it in your login script.

In most cases, you’ll start with a *Send ¶* command (the same as the Return key on a computer keyboard), then a *Wait For* command, and then write in the characters to wait for.

**Tip:** If you’re not sure whether a word you’re waiting for has the first letter capitalized, you can enter a portion of the word. For example, entering *ogin* will take care of waiting for either *Login* or *login*.

- 3 Tap ♦ Done again (a new “Done” list appears beneath the first login script command), and choose the next command for your login script.

- 4 Continue choosing commands until you've completed the script. (Tap the scroll arrows at the right side of the slip if you need to look through a long script.)

Here are examples of some ways to use the login script commands:

- To send your user name and password, choose the *Send User Name* and *Send Password* commands, respectively.

**Note:** If you want to keep your Internet account more secure, you can exclude the *Send Password* command from your script. Replace it with a *Prompt* command (for example, "Prompt Enter Password:"). Then when you log in, your Newton will prompt you to enter your password, rather than send it automatically. This will make it harder for unauthorized users to access your Internet account.

- To send a Return character, you must add a *Send ¶* command to the script; returns are not sent automatically. Alternatively, you can insert a *Send* command and then tap Return on the keyboard. You need a *Send ¶* command after most other send commands (including the *Send User Name* and *Send Password* commands).
- To send information to the ISP computer (other than your name or password), choose the *Send* command and write in the characters to send.
- If you're creating a setup for an ISP (or a company intranet) that uses a SecurID card, be sure to include a *Prompt* command (for example, "Prompt Enter SecurID number") that tells you to enter a SecurID number at the appropriate point in the login sequence. The SecurID card is a credit card-like device that generates a unique value, which you enter at login time. The ISP host uses this value to verify your identity.
- The list of scripting commands for SLIP has two additional choices—*Get local IP address* and *Get gateway IP address*—for SLIP hosts that dynamically assign IP addresses and print them as part of a welcome message when you log in. These commands will scan the data being sent by the host and pick up the IP addresses. Contact your ISP to find out where in the login script they should go.
- The last command in a login script is always the *Done* command.

**Note:** When you insert a *Done* command in a script, any subsequent commands disappear. This makes it easy to remove unneeded commands.

Here's an example of a login script:

```

Login Script
◆ Send tl
◆ Wait For ogin .....
◆ Send User Name
◆ Send tl
◆ Send Password
◆ Send tl
◆ Wait For Welcome .....
◆ Done

```

### Completing an Internet setup


After you've completed an Internet setup, its name will appear in NIE's Internet Setup slip.

**Note:** Internet setups you create are kept in the Storage folder in the Extras Drawer (in the file Link Setups). Once you've created the Internet setups you need and made sure they work properly, you can delete the Internet Setup application and the ISP Templates file to free up storage space. If you need to change or add setups later, you'll need to reinstall these files.

▲ **Warning** Do not delete Internet Enabler. You can't connect to the Internet without it. Also, Internet Setup doesn't work without it. ▲

## Adding an Internet setup to a worksite

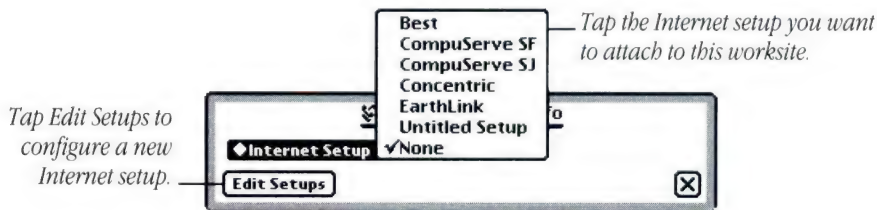
You can associate an Internet setup with each worksite in Owner Info. Follow these steps:

- 1 Tap Extras  to open the Extras Drawer.
- 2 Tap the folder tab at the top of the Extras Drawer and in the list that appears, tap All Icons.
- 3 Tap Owner Info.
- 4 Tap the worksite to which you want to attach an Internet setup.
- 5 Tap Add and in the list that appears, tap Internet Info.



Tap Internet Info to add an Internet setup to this worksite.

- 6 In the slip that appears, tap Internet Setup and then tap the setup you want.



Tap Edit Setups to configure a new Internet setup.


Tap the Internet setup you want to attach to this worksite.

Alternatively, you can tap the Edit Setups button to configure a new Internet setup.

- 7 Tap  when you're done.

## Storing Internet setups on a PC card

If you have a storage card in your Newton device, you can store your Internet setups on the card. Follow these steps:

- 1 Open the Internet Setup application.
- 2 Tap the Information button , and in the list that appears, tap Prefs.
- 3 In the Internet Setup Preferences slip, make sure the box labeled “Always store new setups internally” is unchecked (tap it, if necessary, to remove the checkmark).




This saves all subsequent Internet setups on the card. This setting overrides the storage setting in the Card slip (accessed via the Extras Drawer).

To store setups in the internal memory, tap the box to add the checkmark.

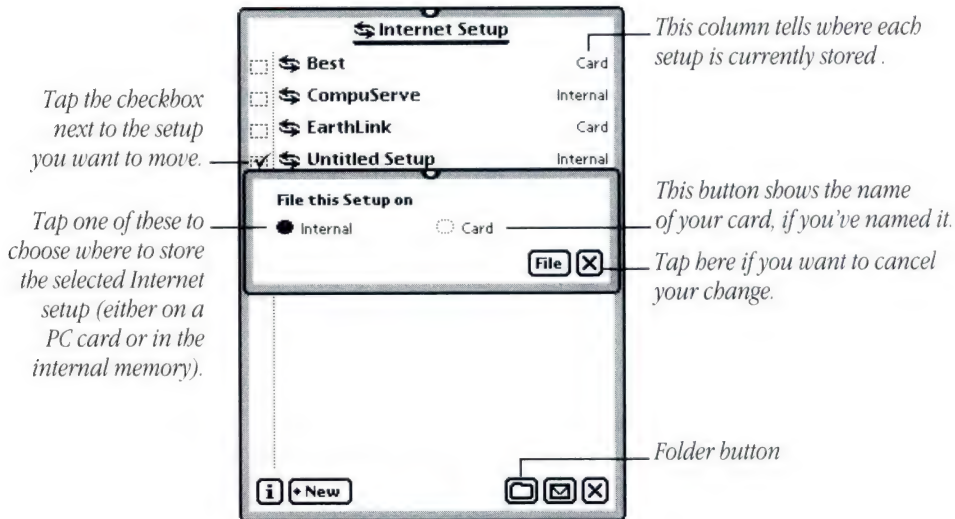
## Moving an Internet setup to or from a PC card

You can move Internet setups from a PC card to the internal memory and vice versa. Here's how:

- 1 Open the Internet Setup application.
- 2 In the Internet Setup slip, the rightmost column tells you where each Internet setup is stored (Card or Internal). To move a setup, tap to check the box next to it.
- 3 Tap the Folder button .



- 4 In the slip that appears, tap Internal to store the setup in the internal memory, or tap the button for the card to store it on the PC card.





- 5 Tap File.

## **Sending an Internet setup to another Newton device**

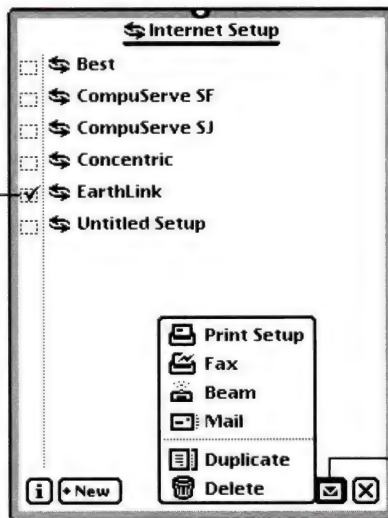
You can mail or beam an Internet setup to another Newton device—for example, to save a friend the trouble of manually creating the setup.

- ▲ **Warning** If your Internet setup includes the password for your ISP account, you should delete the password from the setup before sending it, to prevent unauthorized access to your Internet account. To delete your password, go to the first of the three setup slips, tap Set Password, then tap Set. ▲

Follow these steps to send an Internet setup to another Newton device:

- 1 Tap Extras  to open the Extras Drawer.
- 2 Tap the folder tab at the top of the Extras Drawer, and in the list that appears, tap Setup.
- 3 Tap Internet Setup.
- 4 In the Internet Setup slip, tap to check the box next to the setup(s) you want to send.
- 5 Tap the Routing button  and then tap the command you want to use to send the setup(s)—Print, Fax, Beam, or Mail:

*First, tap to add a checkmark to the setup you want to send.*



*Then tap the Routing button and in the list that appears, tap your choice.*

## Deleting an Internet setup

Follow these steps to delete an Internet setup:

- 1 Open the Internet Setup application.
- 2 In the Internet Setup slip, tap to check the box next to the setup(s) you want to delete.
- 3 Tap the Routing button ☒, and in the list that appears, tap Delete.

## Connecting to the Internet

To connect to the Internet, first launch your Internet application software. Most likely a connection slip will appear. In this connection slip you may need to specify which Internet setup you want to use:




**Note:** If the ISP is in a country other than the one from which you're dialing, you need to enter the telephone codes for the ISP's city and country.

## Disconnecting from the Internet

When you quit an Internet application, you can choose to stay connected to the Internet. This saves time if you use several Internet applications, one after another—you won't have to reconnect each time you start up a new application.

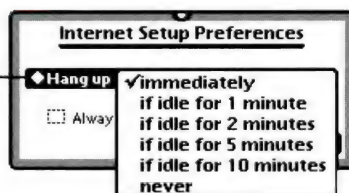
To set a time delay before disconnecting, follow these steps:


- 1 Open the Internet Setup application.
- 2 Tap the Information button .



- 3 Tap Prefs. The Internet Setup Preferences slip appears:

*Tap “Hang up” and choose the amount of time to delay.*



- 4 Tap “◆ Hang up”, and in the list that appears, choose the amount of time to delay.
- 5 Tap  when you're finished.

The disconnection delay you choose applies to all your Internet setups.

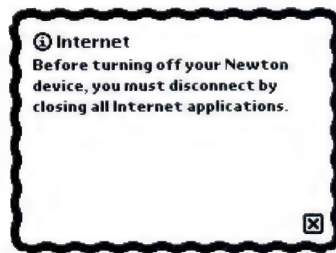
- ▲ **Warning** Choosing “never” will drain the batteries in your Newton device. (The device can't sleep to conserve battery power while it's connected to the phone line.) ▲

If you've specified a delay before disconnecting from the Internet (as just described), a blinking star will appear at the top of the screen when you quit an Internet application. This is to remind you that you're still connected to your ISP. If you decide you want to disconnect from the ISP before the delay time elapses, follow these steps:

- 1 Tap the blinking star.
- 2 In the list that appears, tap Internet.
- 3 Tap OK in the slip that appears.

### Turning off your Newton device

Before you can turn off your Newton device, you must disconnect from the Internet. If you try to turn off your Newton device before disconnecting, a warning message appears:



To disconnect from the Internet, close any Internet applications that are open.

If there's a blinking star at the top of the screen after all the Internet applications are closed, this means you're still connected (most likely because you've set a disconnection delay). You need to follow these steps to finish disconnecting:

- 1 Tap the blinking star.
- 2 In the list that appears, tap Internet.
- 3 Tap OK in the slip that appears.



## Troubleshooting

If you've followed the instructions above and still encounter problems connecting to an Internet service provider with NIE, consult the following list of problems and possible solutions.

Keep in mind that many factors can cause poor performance or a failed connection—including noisy phone lines, heavy network traffic, a busy name server, or problems with a Web browser or other Internet software. As a general rule, once you've determined that your Internet Setup software is configured correctly, try several times to establish a connection.

If you're still having difficulties after reading the troubleshooting section below, contact your modem's manufacturer, your ISP, or the manufacturer of the Internet software you're using.

### Problems connecting to an ISP

**When I try to connect to my ISP, no Internet setup entries appear in the Internet Setup overview, even though I created some with the Internet Setup application. An "i" in a circle appears in the overview.**

- The Internet Enabler component of NIE is not installed. Internet Setup requires the Internet Enabler. Use the Newton Connection Utilities (or another package installer) to install Internet Enabler on your Newton device.

**When I try to connect to my ISP, I see the message "No modem is connected," even though I'm sure my modem is connected.**

- Make sure your modem is turned on.
- Make sure the modem is connected to a working telephone line.
- You may have inserted a PC Card modem but forgotten to lock the card in place. If you have a Card Lock switch on the back of your Newton device, make sure it's in the locked position.
- If you're using a battery-powered modem, its batteries may be low. Check the modem's batteries.
- Your modem may have attempted to establish a connection, then failed in an interim state. Turn your modem off, then back on.

- Check the Modem Preferences slip and make sure the correct connection option—PC Card or Serial Port—is selected in the “Connect using” list.
- You may have selected the wrong modem setup option. In the Modem Preferences slip, tap the “Modem setup” and try another setup. If the connection still fails, try another modem setup.

**When I try to connect to my ISP, the login script proceeds, then stops at the last step, “Waiting for ...,” and then times out and fails. I see a message that the Internet Enabler had a problem establishing the link.**


- Your user name and/or password may be misspelled or missing, or may contain inappropriate spaces or capital letters. Return to the Internet Setup slip for your ISP (the first slip of the three-part setup sequence) and check carefully to make sure your user name and password are entered exactly as specified by your ISP. Capitalization must be followed exactly. Make sure there are no leading or trailing spaces.

**When I try to connect to my ISP, the login script proceeds, says “Establishing PPP connection,” and then times out and fails.**

- Your user name and/or password may be misspelled or missing, or may contain inappropriate spaces or capital letters. Return to the Internet Setup slip for your ISP (the first slip of the setup sequence) and check carefully to make sure your user name and password are entered exactly as specified by your ISP. Capitalization must be followed exactly. Make sure there are no leading or trailing spaces.
- You may have entered an incorrect IP address. Return to the Internet Setup slip for your ISP (the second slip of the three-part setup sequence) and make sure the IP address settings are entered exactly as specified by your ISP.
- You may have made the wrong choice when selecting Static or Dynamic addressing. Return to the Internet Setup slip for your ISP (the second slip of the three-part setup sequence) and make sure your IP Address and Gateway IP Address settings are entered exactly as specified by your ISP (check with your ISP if you’re not sure whether Static or Dynamic addressing should be used). If in doubt, choose Dynamic addressing and enter the IP address provided by your ISP.

## Problems with the telephone line

**My telephone has call waiting, and when I receive a call while connected to the Internet, my Newton device resets.**

- You can temporarily turn off call waiting on your phone while using NIE by selecting the “\*70, (No Call Waiting)” dialing prefix. You can do this in two ways:
  - You can change the dialing prefix in the worksite you’re using. Go into the Extras Drawer, tap Owner Info, open a worksite, and tap the Dialing Prefix information that’s displayed. Tap the diamond next to Dialing Prefix and choose “\*70, (No Call Waiting).”
  - You can tap the Assist button  in the connection slip each time you connect to your ISP, tap the Prefix diamond, and choose “\*70, (No Call Waiting).”

**The modem hangs up when I’m downloading large amounts of information.**

- Your modem might not be compatible with the modems used by your ISP. Check compatibility with your ISP. If there’s a problem, try a different modem or another ISP.
- The phone line your modem is using may be noisy. Try again later, or try a different phone line.

## Problem accessing remote hosts

**When I’m using a Web browser or other Internet application, it can’t find the addresses of remote hosts. A message such as “Unknown host name” appears.**

- Make sure you’ve entered the host name correctly. If you’re following a link, make sure it’s up-to-date.
- You may have entered an incorrect IP address for the name server. Return to the Internet Setup slip for your ISP (the second slip of the three-part setup sequence) and make sure the Name Server IP Address settings are entered exactly as specified by your ISP.
- There may be a problem with the ISP’s name server. Ask your ISP if their name server is a “recursive resolver” that supports clients with only “stub DNS resolvers.” If not, ask them to provide you with the address of a recursive DNS resolver, or switch to another ISP that provides one.
- The ISP’s name server host may be overloaded. Try again later or ask your ISP for another name server address to use.

## General problems

If you are still having problems after consulting the problem list above and trying the suggested solutions, try the following:

- Resetting your Newton device may free up some execution memory.
- Turn your modem off and then on again, and reestablish your Internet connection.
- The batteries in your Newton device may be low. Check the battery level displayed in the Extras Drawer, and replace your batteries if needed.
- Your Newton device may not have enough memory to run your Internet application. After making sure you have backup copies of the applications in the Extras Drawer, you can remove some of them—applications take up execution memory even when they aren't running.

**Note:** You can remove the Internet Setup application and the ISP Templates file to free up memory once your ISP connection is up and running. You should leave them installed until you're sure your ISP setup is working correctly, however, since you may need to make changes as described earlier in the Troubleshooting section. Do not delete Internet Enabler.

- You may not have the latest system software installed on your Newton. See the Appendix for instructions on obtaining the latest system update.
- Recheck your Internet setup information.
- For problems you can't resolve any other way, call 1-800-SOS-APPL for help.

## Appendix

### Newton modems

If you have access to the World Wide Web, you can find an up-to-date list of Newton-compatible modems through Apple's NIE Web site at:

<http://www.newton.apple.com/nie>

If you're in the United States, you can get a list of compatible modems through Apple's Fax Back information service by dialing 1-800-909-0260. You need to request the documents "Apple MessagePad™ Cellular Phone Solutions" and "Apple MessagePad Landline Modem Solutions." (You can order the list of available document titles through this phone number.)


If your modem isn't included in the list, it may still work with NIE—but it hasn't been tested yet. If you already own a modem, follow the NIE setup instructions and try to establish a connection.

### Updating your Newton system software

You can obtain the latest system software in one of two ways. If you have access to the World Wide Web, you can find the latest updates through Apple's Newton Web site at:

<http://www.newton.apple.com>

If you don't have access to the Web, you can get the latest system update from the Newton Update Server. Follow these steps:

- 1** Make sure you have a modem attached to your Newton device and the appropriate modem setup selected in Modem Prefs.
- 2** Go to the In Box. (Tap the InOut Box button, if you have one; otherwise, open the Extras Drawer , tap the folder tab at the top of the Extras Drawer, tap All Icons, and then tap In Box.)
- 3** In the In Box, tap Receive, then select Update.
- 4** In the slip that appears, enter the phone number 1-800-639-8669 (1-800-Newton-9).
- 5** Tap Call.



- 6** Your Newton device will connect to the Update server, download the latest system update for your particular Newton device, and then notify you that your Newton device has to be reset.
- 7** Tap OK.

After your Newton device resets, it will be running the latest version of the system.

### **Obtaining templates for other ISPs**

You can find additional ISP templates through Apple's NIE Web site at:

<http://www.newton.apple.com/nie>

If you install more ISP templates, this adds more choices to the New list in NIE's Internet Setup slip.

### **General Newton information**

You can find general Newton information at Apple's Newton Web site at:

<http://www.newton.apple.com>



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